

CARES Worker Web

CARES WORKER WEB NORTHERN REGION PREPARATION WEB CONFERENCE

JUNE 7, 2005

DHFS/DHCF/BEM/TF/06-07-05

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CARES WORKER WEB NORTHERN REGION PREPARATION WEB CONFERENCE



TODAY'S AGENDA

- | | |
|---|------------------------|
| <input type="checkbox"/> Welcome and Housekeeping | 9:00 – 9:10 |
| <input type="checkbox"/> CWW Background, Status and Rollout | 9:10 - 9:35 |
| <input type="checkbox"/> Preparation Activities | 9:35 – 10:00 |
| <input type="checkbox"/> CWW Training | 10:00 – 10:30 |
| <input type="checkbox"/> BREAK | 10:30 – 10:40 |
| <input type="checkbox"/> Demonstration | 10:40 – 11:20 |
| <input type="checkbox"/> CWW Go Live/Mandatory Transition | 11:20 – 11:30 |
| <input type="checkbox"/> Pilot Experiences and Best Practices | 11:30-11:45 |
| <input type="checkbox"/> What's Next? | 11:45 – 12:00 |
|
<input type="checkbox"/> Evaluation/Feedback Opportunity |
After presentation |

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TODAY'S AGENDA



PRESENTERS

- In order of appearance:
 - Theresa Fosbinder, IM Training Manager, BEM
 - Tricia Bless, IM Trainer, UWO/CCDET
 - Jim Jones, Deputy Bureau Director, BEM
 - Bob Martin, Eligibility Technology Manager, BEM
 - Evie Ryan Tondryk, Systems Section Section Chief, BEM
 - Melissa Otter, Systems Section, BEM
 - Supporting Staff:
 - Eric Gibson, IM Trainer, UWO/CCDET
 - Pam Kiern, Systems Section, BEM
 - Marty Carreras, Brian King, Seth Mandel, Divya Nidhi, Deloitte

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PRESENTERS

WELCOME AND HOUSEKEEPING

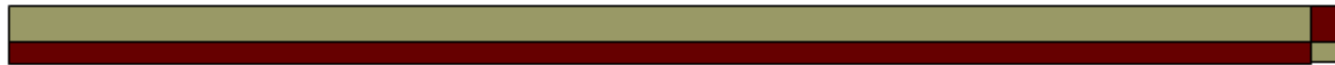
Theresa Fosbinder/Tricia Bless



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WELCOME AND HOUSEKEEPING



WELCOME AND HOUSEKEEPING

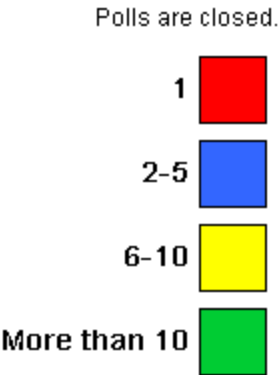
- ❑ Welcome
- ❑ How to Use Wisline Web Features
- ❑ Meeting Protocol
- ❑ Copies of the Presentation
 - <http://caresfeedback.wisconsin.gov/home/>
 - Make sure to look at the notes view of the presentation – notes include more detailed information for some slides
- ❑ Evaluation

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WELCOME AND HOUSEKEEPING

How many people are attending this event at your location?



[Poll D]

CWW BACKGROUND

Jim Jones



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CWW BACKGROUND

How comfortable are you with implementation of the CARES Worker Web?

Polls are closed.

Chaise lounge in the Bahamas ultra comfortable



Couch in my living room pretty comfy



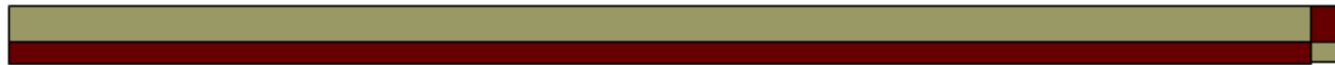
Wheelie desk chair at work not so comfortable



Bleachers at a cold football game uncomfortable



[Poll A]



WHAT IS CWW?

CARES Worker Web Project 1 (CWW-1) is a project that begins the process of putting CARES mainframe screens on the web. This project focuses on data entry screens in the Client Registration (CR) and Application Entry (AE) subsystems.

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WHAT IS CWW?



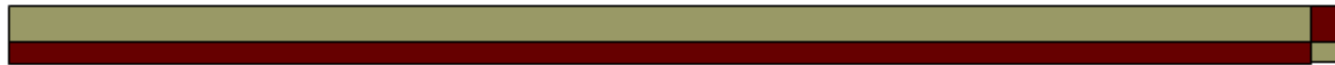
WHAT IS CWW?

- ❑ CARES Worker Web only changes the user interface and doesn't change any other processing in CARES (eligibility determinations, alerts, data exchanges, etc.)
- ❑ The transition from CARES mainframe screens to CWW web pages is NOT like the conversion of from CRN to CARES in 1994.

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WHAT IS CWW?



WHAT IS CWW?

- The objectives of the CARES Worker Web are to ease local agency workload, increase payment accuracy and improve customer service.
- The focus of the CWW has been on making it easy-to-learn and easy-to-use.

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WHAT IS CWW?



CWW FEATURES TO LOOK FOR

- Web based look and feel
- Intuitive
 - Multiple CARES screens combined on a page
 - “Intelligent navigation”
- Worker Tools
 - “HATS” tool to access CARES mainframe
 - Summary pages
- More efficient data collection
 - New concept of “relevance”
 - Person centric instead of item centric data collection
 - “Dynalist” data collection feature

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CWW FEATURES TO LOOK FOR

HEARD ON THE STREET



- ❑ “It looks as if it will be definitely more user friendly.”
- ❑ “We (will have) something to make the job a bit less cumbersome.”
- ❑ “I am looking forward to starting the training and can definitely see some positive changes from the worker web.”
- ❑ “I'm excited to work in the new system and would like to start learning now!”
- ❑ “I am excited about this change.... “
- ❑ “All in all once all functions are on the Worker Web, I think I'll retire...(but) really, I think the Worker Web is a neat idea.

Quotes are from evaluations received at the CWW “Kickoff”
events in Madison/Wausau March and April 2005

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HEARD ON THE STREET

WHAT IS AND IS NOT GOING ON THE CWW FOR PROJECT 1

□ IS

- Client Registration data collection screens used to establish an eligibility case
- Application entry data collection screens used to capture data required for eligibility determination for all program except SeniorCare
- Clearance
- Case comments screen
- New Hire, Wage Query, and UI Data Exchanges

□ IS NOT

- Client Registration screens used to support the establishment of non-eligibility (i.e., Children First) RFAs
- SeniorCare screens and processes
- Query (AQ) screens
- Screens that are presented as part of the eligibility determination flow (i.e. appear after you tran SFED/SFEX, including BC Health Choice and work programs referrals)

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WHAT IS AND IS NOT GOING ON THE CWW FOR PROJECT 1

WHAT IS AND IS NOT GOING ON THE CWW FOR PROJECT 1

□ IS NOT

- Confirmation screen (AGEC)
- Post confirmation processes (e.g. WP referral)
- Client scheduling (CS) screens
- Client Notices (CN) screens
- History Maintenance (HM) screens
- Security Maintenance (SM) screens
- Alerts (MNSA, CMWA)
- Case transfer (ACCT)

□ IS NOT

- MMIS Interface (MI) screens
- Utility (CU) screens
- Child Care screens (CC)
- IVD (IV) screens
- Caseload management (CM) screens
- Benefit issuance (BI) screens
- Benefit recovery (BV) screens
- Work Program (WP) screens
- Overrides (AGOE, AIOE)

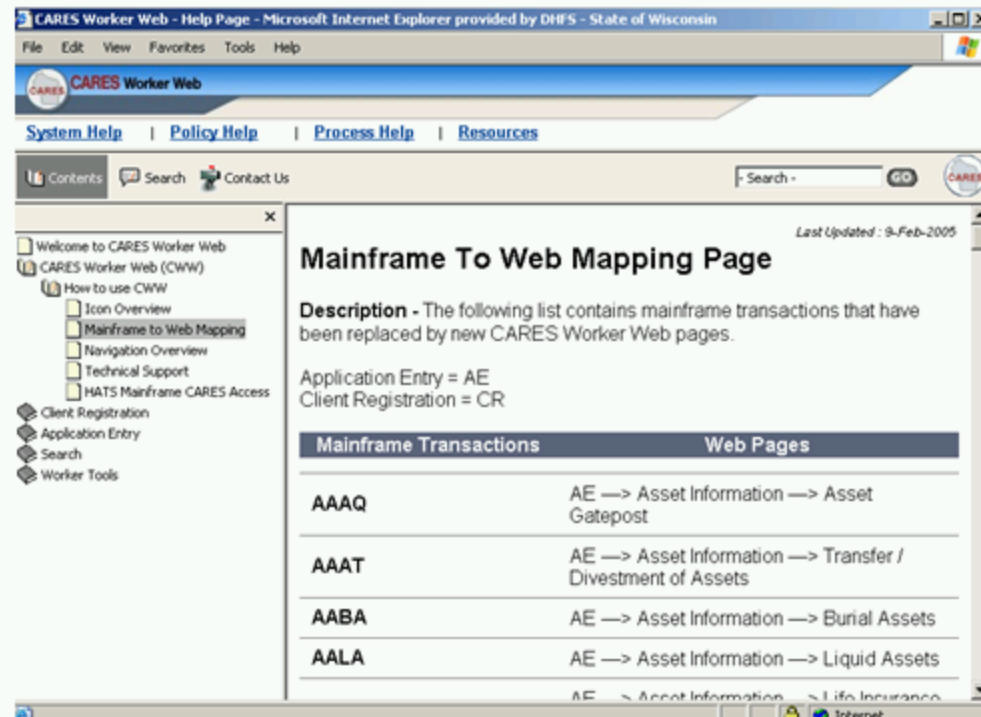
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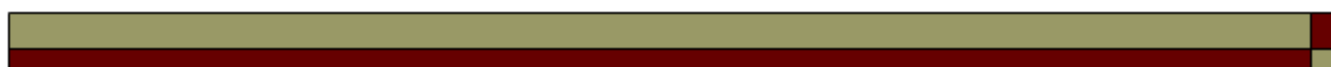
WHAT IS AND IS NOT GOING ON THE CWW FOR PROJECT 1

WHAT IS AND IS NOT GOING ON THE CWW FOR PROJECT 1

For detailed information about which screens are on the web, and a translation of mainframe screens to CWW screens, use the CWW system help.



WHAT IS AND IS NOT GOING ON THE CWW FOR PROJECT 1



OTHER CHANGES TO LOOK FOR

- ☐ Clearance (percentage changes)
- ☐ No AFDC request screen
- ☐ No separate Healthy Start request screen
- ☐ Changes to Medical Coverage and Absent Parent data collection

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OTHER CHANGES TO LOOK FOR

CWW STATUS AND ROLLOUT

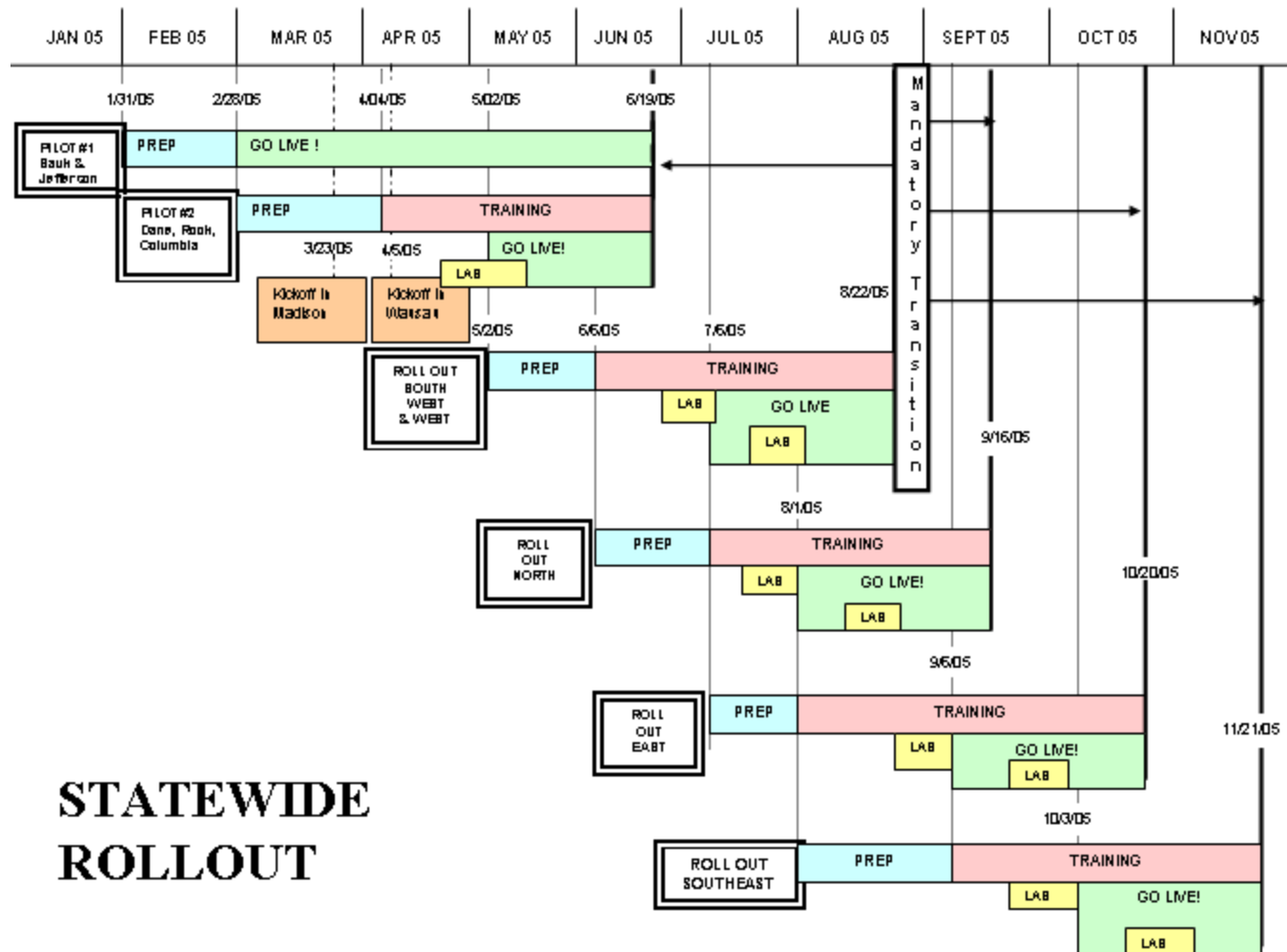
Jim Jones



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CWW STATUS AND ROLLOUT



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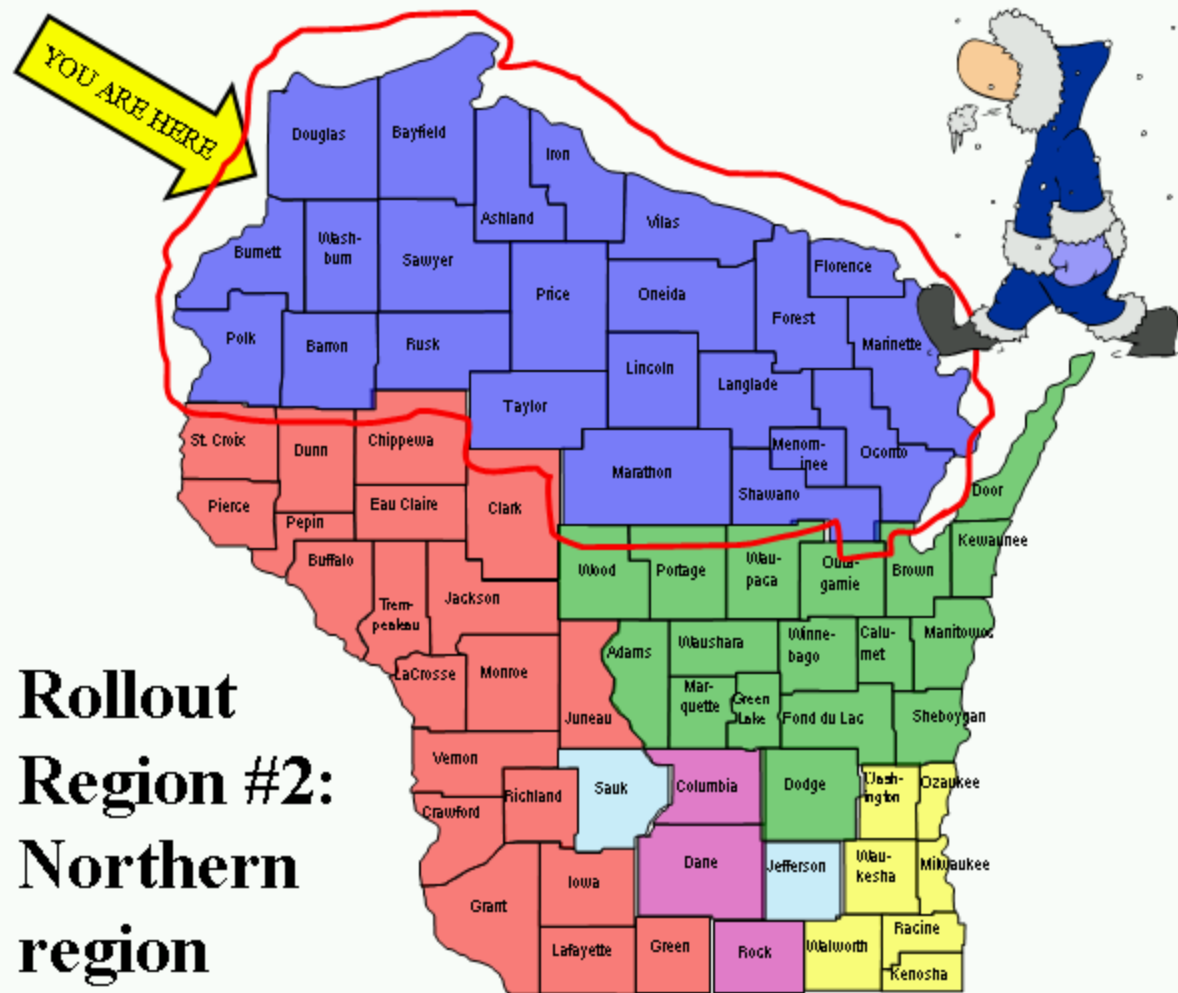
CURRENT STATUS

- ☐ Pilot #1 (Jefferson, Sauk)
- ☐ Pilot#2 (Dane, Rock, Columbia IM and W-2, kickoff attendees)
 - CWW pilot
 - Training pilot
- ☐ Changes based on pilot input
 - CWW
 - Training
- ☐ Western region rollout
- ☐ Ready for Northern region rollout!

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CURRENT STATUS



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WHAT WILL HAPPEN WHEN?

NORTHERN ROLLOUT REGION

- JUNE: PREPARATION ACTIVITIES
 - Double check security and IDs, prepare for CWW-1 training, verify agency IT and connectivity capability, address other agency specific issues
- JULY 6: TRAINING BEGINS
- AUGUST 1: GO LIVE!
 - Begin using CWW-1 on case transitions, applications, reviews and changes
- SEPTEMBER 16: MANDATORY TRANSITION
 - CWW must be used for all actions requiring use of designated CR and AE screens

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WHAT WILL HAPPEN WHEN?



PREPARATION ACTIVITIES

- I.T. AND CONNECTIVITY
- ACCESS AND SECURITY
- OPERATIONAL CONSIDERATIONS AND OTHER PREPARATION

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PREPARATION ACTIVITIES

I.T. AND CONNECTIVITY

Bob Martin



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I.T. AND CONNECTIVITY



IT AND CONNECTIVITY ISSUES

- Refer to Administrators Memo 05-01:
 - Monitor resolution set to 1024x768
 - Internet Explorer version 5.5 or above
 - Allow use of JavaScript
 - Enable session cookies
 - Adobe Acrobat Reader 5.0 or above
 - BadgerNet (or comparable) connectivity to the State
 - Basic computer skills (i.e. Internet, web-based applications, standard software)

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IT AND CONNECTIVITY ISSUES

IT AND CONNECTIVITY LESSONS LEARNED



- Make sure memory (RAM) and processor speeds are sufficient to support the software running on workers' desktops:
 - You will likely need at least 256MB of RAM and at least a 1 GHZ Pentium-compatible CPU ((Note: the State Standard for Windows 2000 PC costs \$648.75 and has 512 MB of RAM and a Pentium IV, 3 GHz CPU).
 - Keep in mind your agencies needs may differ depending on other software running on the users' machines. Thus, your local IT staff should determine whether these specifications are sufficient to support the workers' daily activities.

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IT AND CONNECTIVITY LESSONS LEARNED

ACCESS AND SECURITY

Evie Ryan-Tondryk



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ACCESS AND SECURITY

ACCESS AND SECURITY

- ❑ Local County Security Officers received information on 4/4/05 from Tim Hine and Evie Ryan-Tondryk
- ❑ Each Local Security Officer has designated up to two local security staff to collect and enter information including the job function (worker profile) for each worker.
- ❑ This information will be used to authorize access in CWW as well as:
 - Assisting in assigning appropriate training curriculum
 - Verifying correct CARES access for both CWW and the CARES Mainframe.



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ACCESS AND SECURITY



ACCESS AND SECURITY

- ❑ Only staff who update CR and AE or those who supervise them are being given access at this time. Query only users will continue to conduct their queries using CARES mainframe screens
- ❑ Local Security Officers will enter CWW “Registration” information in the Wisconsin Integrated Security Application (WISA). Some of the information needed for this registration is:
 - WAMS ID
 - CARES Mainframe ID
 - Worker Profile (IM Worker, IM Supervisor, Receptionist, FEP Worker, FEP Supervisor, Resource Specialist, Resource Specialist/Job Coach)
 - Other identify info

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ACCESS AND SECURITY



ACCESS AND SECURITY

- ❑ Appropriate staff will be given the appropriate access to CWW Distance Learning through the PTS Learning Center beginning 7/6/2005.
- ❑ Appropriate staff will be given access to the CWW and CARES training environment beginning 7/6/2005.
- ❑ Appropriate staff who complete their training and pass their assessment will be given access to CWW Production Environment beginning 8/1/2005.

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ACCESS AND SECURITY

OPERATIONAL CONSIDERATIONS/ PREPARATION

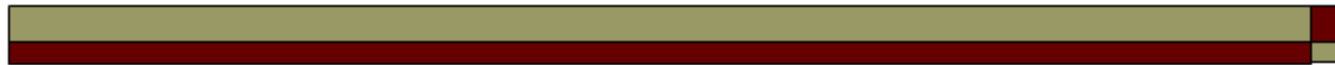
Melissa Otter



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OPERATIONAL CONSIDERATIONS/ PREPARATION



OPERATIONAL CONSIDERATIONS

- ❑ Changes to Client Registration (CR) may impact workflow:
 - Clearance moved to Application Entry (AE)
 - Dates and requests (Y/N) entered in CR carry through to AE
 - Separate filing dates by program
 - Ability on open cases to record new program requests, print application registration form, perform priority service, and set filing dates for later worker processing
 - Comments feature added to Client Registration

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OPERATIONAL CONSIDERATIONS



OPERATIONAL CONSIDERATIONS

- Appointments may take longer during the initial learning curve – schedule accordingly
 - Idea: Post signs or otherwise notify clients about the new system and that appointments will take a little longer during the learning curve
- Prior to the 9/16/2005 mandatory transition, RFAs can be entered in CWW or the Mainframe CARES. This may impact workflow or worker assignment:
 - If the RFA is done in CWW, then intake also needs to be done in CWW
 - If the RFA is done on the mainframe, then intake can be processed either in the mainframe or in CWW

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OPERATIONAL CONSIDERATIONS



PREPARATION IDEAS

- Create a training and transition plan that includes dates for certain activities to occur:
 - Develop realistic targets for transitioning cases, doing intakes/reviews on the web, etc. for staff members and have a weekly status check/reporting to ensure training is being completed, and workers are transitioning cases at the appropriate speed.

- Define your problem resolution process for CWW. Will it be the same as used for issues with CARES or different? Who will be involved in the escalation process?

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PREPARATION IDEAS



PREPARATION IDEAS

- Identify workers that you feel may have trouble using or adjusting to CWW (i.e. "low-tech workers")
 - Make sure to keep track of their progress to ensure they won't wait until the last minute.
 - Develop a "buddy system" that will pair experienced or web savvy workers with this group.
- Determine if any workers will be on sick, FMLA, or maternity leave during your rollout time, and allot time for them to get up to speed on CWW when they return from the leave.

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PREPARATION IDEAS

PREPARATION – WHERE'S MY DESK AIDS?

- ❑ Want driver flow documents like we have for CARES, and other desk aids?
 - When in the CWW (either training or production environment), access the CWW Help features!
 - ❑ Within System Help, there is a section called "How to Use CWW" that provides a lot of good general information.
 - ❑ Also, processes like person add, review drivers, reviews, intakes, etc., are found in the Process Help.



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PREPARATION – WHERE'S MY DESK AIDS?

DWSP-12736-P

The Driver Flow

Application Entry

Interactive Interview Driver Flow

Section Mandatory Detail-1 Detail-2

Non-financial Information (cont.)

ANPI Pregnancy

ANIC Incapacitation

ANMR Medicaid Purchase Request

CARES Worker Web

System Help | Policy Help | Process Help | Resources

Home Contents Index Search PDF Versions Release Cover Sheets Help Eligibility Management Glossary

ANIQ Individual Attribute Questions

57.3.1 Begin Intake Interview Driver

57.3.2 Begin Medicaid Assessment Driver

57.3.1 Begin Intake Interview Driver

If the user selects the "Begin Intake Interview" option, the following pages may be scheduled depending upon whether the Primary Person has been cleared against the Master Customer Index (MCI).

- Review Basic Information
- Individual Clearance List
- Individual Clearance Results
- Case Clearance Results

Review Basic Information

Individual Clearance List

Individual Clearance Results

Case Clearance Results

Merge RFA with Case

Select Previous Case Members

Thanks
Phyllis...



But now I can
find what I want
in CWW Help!

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OTHER PREPARATION

- ❑ All staff should read Admin memo 05-02
- ❑ CWW users should regularly visit the CARES Worker Web - Information and Feedback Site. This will continue to be updated with CWW fixes, enhancements, FAQs, etc.
<http://caresfeedback.wisconsin.gov/home/>

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OTHER PREPARATION

CWW TRAINING

Theresa Fosbinder



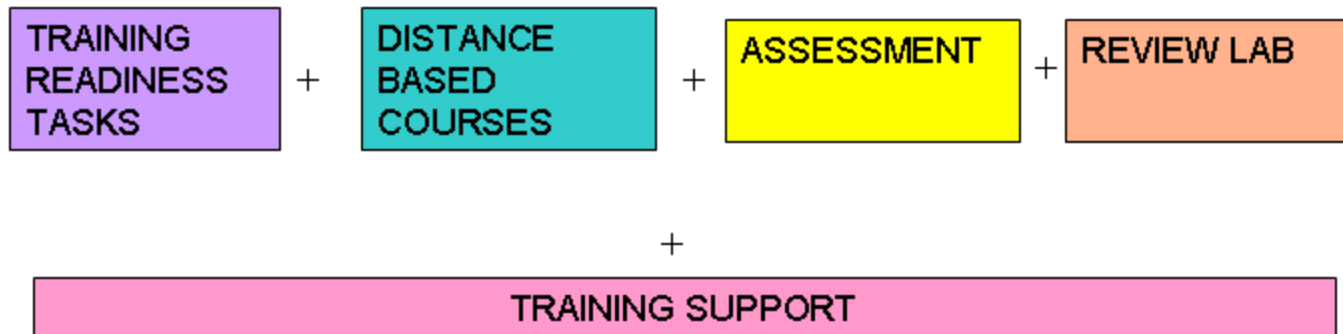
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CWW TRAINING



CWW TRAINING MODEL



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CWW TRAINING MODEL

WHAT CAN I DO TO GET READY FOR CWW TRAINING?



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WHAT CAN I DO TO GET READY FOR CWW TRAINING?



NOW: MAKE SURE YOUR AGENCY HAS THE TOOLS FOR DISTANCE LEARNING

☐ **Distance Learning Tools**

- ☐ Current versions of tools, players, plug ins, software versions
http://www.dwd.state.wi.us/dwspts/dl_viewers.htm

NOW: MAKE SURE YOUR AGENCY HAS THE TOOLS FOR DISTANCE LEARNING

NOW: TRAINING READINESS ACTIVITIES

- Training Readiness Activities - optional, available now:
 - CWW Information and Feedback (f.k.a. “End User feedback”) web site
<http://caresfeedback.wisconsin.gov/home/>
 - PTS Learner Support Services web page
<http://www.dwd.state.wi.us/dwspts/LearnerSupport/LearnerSupport.htm>
 - System Access Information (System Gateway Help)
<https://cares.wisconsin.gov/>
Click on the help link



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NOW: TRAINING READINESS ACTIVITIES

NOW: OTHER ACTIVITIES

- May 2005 PTS Training “Pro Shop”
 - IM/WD Systems Gateway Web Page activity about Operations Memo 05-11: Accessing the Systems Gateway Page
 - <http://dwd.wisconsin.gov/dwspts/resourcewebs/proshop/w2ps0505.htm>



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NOW: OTHER ACTIVITIES



NOW: CONDUCT A GUIDED TOUR VIA THE CWW TRAINING ENVIRONMENT

- If you desire, demonstrate features of the CWW using the training environment!
 - Those staff who were given access via their participation in the kickoff events can show other workers around the CWW training environment!
 - Staff in the Northern rollout region should NOT be told to access the training materials prior to July 6, as they will not be able to get into the PTS learning Center to access them.

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NOW: CONDUCT A GUIDED TOUR VIA THE CWW TRAINING ENVIRONMENT

JULY 6: ACCESS THE CWW COURSES VIA THE PTS LEARNING CENTER

The screenshot shows the Wisconsin State of W I S C O N S I N Income Maintenance / Workforce Development Systems Gateway. The header includes the Wisconsin state seal and the text "YOU ARE ON WISCONSIN.GOV". The main title is "Income Maintenance / Workforce Development Systems Gateway". Below the title, there are several links: "Return to EM Home", "Help", "View this Page as Favorites", and "Help". The main content area is divided into four columns of links, each with an icon and a description. The "PTS" link, which stands for "Partner Training Services Learning Center", is circled in red. The other links include ACCESS, ACD, ASSET, BST, CATS, CCPC, CCPI, CSAW, CWW, CWW - Training, DWD IDs, EATS, ECF, FSDW, IMQA, SAVE, WAMS, WebI, and WISA.

Icon	Link	Description
	ACCESS	Access to Eligibility Support Services
	ACD	Automated Case Directory
	ASSET	Employment and Training System
	BST	Barriers Screening Tool
	CATS	CATS PCR Tracking System
	CCPC	CC Provider Certification
	CCPI	CC Provider Information
	CSAW	Child Care Statewide Administration (Web)
	CWW	CARES Worker Web
	CWW - Training	Training Environment
	DWD IDs	DWD/Wisconsin Logon Management System
	EATS	Emergency Assistance Tracking System
	ECF	Electronic Case File
	FSDW	FoodShare Data Warehouse
	IMQA	Income Maintenance QA System
	PTS	Partner Training Services Learning Center
	SAVE	Alien Verification System
	WAMS	Web Access Management System (Self Registration)
	WebI	Web Intelligence
	WISA	Wisconsin Integrated Security Application

NOTE: Access to CARES, EBT, EDSNET, EOS and KIDS may vary from agency to agency. Please continue to access these systems the way you have in the past. For help on these mainframe systems, contact your agency IT staff.

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JULY 6: ACCESS THE CWW COURSES VIA THE PTS LEARNING CENTER

“MY CARES WORKER WEB TRAINING”

The screenshot shows the 'PTS Learning Center' website. The header is a blue gradient bar with the text 'PTS Learning Center' in white. Below the header, the main content area has a light gray background. On the left is a dark blue vertical sidebar with white text links: 'Home', 'Sign On/Off', 'Course Catalog', 'Class Schedule / Registration', 'Personal Profile', 'Training Centers', 'Contact Us', and 'Help'. Below these links are two circular logos: the top one is green and white with 'DWD' text, and the bottom one is red and white with 'DHFS' text. The main content area features the text 'DWD / DHFS Partner Training Services (PTS) Learning Center' in bold black font. Below this is a yellow box with the text 'What's New!'. To the right of this box is a logo for 'MY CARES Worker Web Training' with a globe icon, and a link 'CWW Training FAQs'. A paragraph of text describes the unit's role in training professionals. Below this is a section titled 'This site is intended as the starting point for you to:' followed by a bulleted list of five items: 'Register for upcoming classroom training', 'Access available online courses', 'Review your training history', 'Update your training profile', and 'Access Training Center information'. At the bottom, a 'NOTE:' section contains a numbered list item: '1. If you are having trouble using the online registration process, you may print the paper [registration form](#) and fax it to our Registration Staff.'

PTS Learning Center

Home
Sign On/Off
Course Catalog
Class Schedule / Registration
Personal Profile
Training Centers
Contact Us
Help

**DWD / DHFS
Partner Training Services (PTS)
Learning Center**

What's New!

MY CARES Worker Web Training
[CWW Training FAQs](#)

The Partner Training Services unit, supported by the Department of Workforce Development and the Department of Health and Family Services, serves as a vital link between policy development and program implementation. We are proud of our role in training thousands of Wisconsin Economic Support, Child Support, and Employment and Training professionals to implement progressive programs leading to higher levels of self-sufficiency and a better prepared workforce.

This site is intended as the starting point for you to:

- Register for upcoming classroom training,
- Access available online courses
- Review your training history
- Update your training profile
- Access Training Center information

NOTE:

1. If you are having trouble using the online registration process, you may print the paper [registration form](#) and fax it to our Registration Staff.

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DISTANCE BASED COURSES

- Distance Based Courses - available July 6 to the Northern region
- 5 total mandatory courses (for experienced workers and their supervisors)
 - 1 - Welcome to CWW World
 - 2 - CWW Virtual Tool Kit
 - 3 - Client Registration
 - 4 - Eligibility Worker Processes
 - 5 - Practical Application (is now mandatory based on pilot and IMAC input and feedback)
- There are different paths through the coursework for Client Registration staff and Eligibility workers
 - CR workers take courses 1,2,3 and 5
 - Eligibility workers take courses 1,2,3,4 and 5



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DISTANCE BASED COURSES

PTS Learning Center

- Home
- Sign On/Off
- Course Catalog
- Class Schedule / Registration
- Personal Profile
- Training Centers
- Contact Us
- Help

PTS Learning Center

THERESA FOSBINDER

Curriculum Details - Cares Worker Web Pilot Curriculum for Eligibility Staff

Course List	Required	Enrollment Status
• INTRODUCTION TO CWW WORLD FOR AE STAFF	Yes	Completed
• CARES WORKER WEB VIRTUAL TOOL KIT FOR AE STAFF	Yes	Started/In-Progress
• CARES WORKER WEB CLIENT REGISTRATION	Yes	
• CARES WORKER WEB ELIGIBILITY WORKER PROCESSES	No	
• CARES WORKER WEB PRACTICAL APPLICATION	No	Started/In-Progress
• CARES WORKER WEB ASSESSMENT FOR AE STAFF	Yes	


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PTS Learning Center


TRICIA BLESS

Curriculum Details - Cares Worker Web Pilot Curriculum for Client Registration Staff

Course List	Required	Enrollment Status
• INTRODUCTION TO CWW WORLD FOR CR STAFF	Yes	Completed
• CARES WORKER WEB VIRTUAL TOOL KIT FOR CR STAFF	Yes	Completed
• CARES WORKER WEB CLIENT REGISTRATION	Yes	Completed
• CARES WORKER WEB PRACTICAL APPLICATION	No	Completed
• CARES WORKER WEB ASSESSMENT FOR CR STAFF	Yes	Started/In-Progress



CR COURSES



ELIG STAFF COURSES

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HANDS ON TRAINING: THE CWW TRAINING ENVIRONMENT

- Some courses have activities that will consist of entering a continued scripted case into the CWW training environment. You will be prompted to enter the training environment during the following course components:



- Course 3 - Client Registration
 - Processing Client Registration
- Course 4 - Eligibility Worker Processes
 - Case Information
 - Running Eligibility

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HANDS ON TRAINING: THE CWW TRAINING ENVIRONMENT

HANDS ON TRAINING: THE CWW TRAINING ENVIRONMENT

- ❑ Course 5 consists entirely of practice scenarios that are to be entered into the CWW Training environment.
- ❑ At any time, you may also enter the CWW training environment and practice entering data to the CWW! You should do this while involved in CWW-1 training and anytime after that as well.



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HANDS ON TRAINING: THE CWW TRAINING ENVIRONMENT



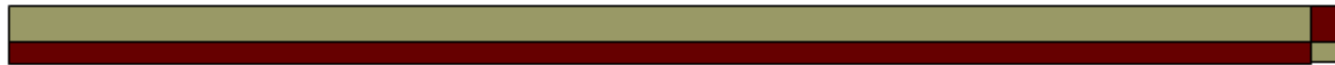
ASSESSMENT

- ❑ There are 2 assessments - one for receptionists (CR workers) and their supervisors, and one for eligibility workers and their supervisors, based on the specific coursework completed.
- ❑ The assessment will test knowledge, skill and ability to function in and navigate between CARES and CWW
- ❑ Contain traditional question types and simulation activities:
 - ❑ True/False
 - ❑ Multiple Choice
 - ❑ Matching
 - ❑ Graphics
 - ❑ Simulation activities

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ASSESSMENT



ASSESSMENT

- ❑ Need to pass the assessment at 80% or better to get access to CWW production
- ❑ Two tries to pass
- ❑ “Open Book” Approach
- ❑ Best practices
 - ❑ No interruptions
 - ❑ Use of course reviews

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ASSESSMENT



REVIEW LABS

- ❑ The review labs are intended as additional support for anyone not passing assessment after 2 tries
- ❑ There will be no new content in the review lab. The review lab will consist of a facilitated opportunity to go over the assessment questions, and then an opportunity to re-take the assessment.
- ❑ Labs will be facilitated by trainers
- ❑ We will work with local agencies to identify who needs to attend

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REVIEW LABS



REVIEW LABS

- If the learner does not pass the assessment on the 3rd try during the lab, the CWW production ID will not be issued and the local agency will be consulted
- Labs will be 3 hours long.

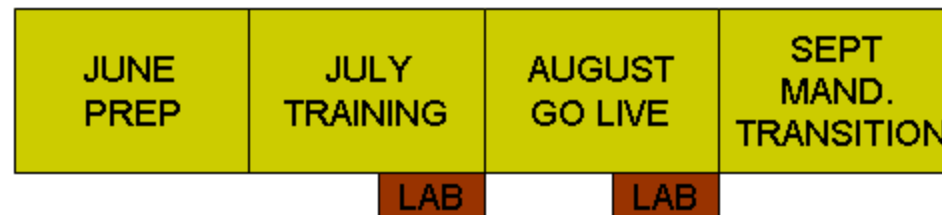
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REVIEW LABS

REVIEW LABS

- Lab dates for the Northern region are July 26, 27, 28; August 30,31; September 1



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REVIEW LABS



TRAINING REPORTS

- Why Distribute Reports?
 - To help agencies monitor staff training
 - To help agencies plan for review labs

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TRAINING REPORTS



REPORT CONTENT

Training Progress Report

- ❑ All people in agency
- ❑ Status of training
 - Not Started
 - In Progress
 - Mastered
 - Unmastered

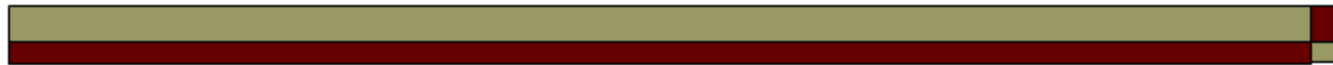
Assessment Status Report

- ❑ All people in agency
- ❑ Status on assessment
 - Not Started
 - Failed Once
 - Failed Twice
 - Mastered

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REPORT CONTENT



REPORT TIMELINE



Timeline

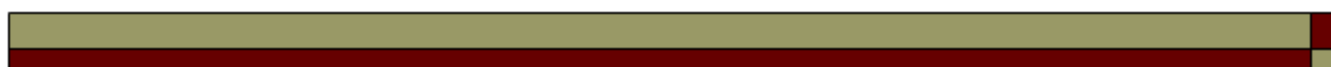
2nd & 4th Monday of Training and Go Live months

2nd Monday of mandatory transition month

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REPORT TIMELINE



REPORT RECIPIENTS

- ☐ CARES Coordinator
- ☐ Contact Person as listed in PTS Learning Center profile
- ☐ Will be a .pdf document
- ☐ Will be sent via email

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REPORT RECIPIENTS



TRAINING BEST PRACTICES

- ❑ Dedicated time
- ❑ Dedicated space away from the desk
 - Idea: If computer lab facilities exist and schedules permit, consider scheduling a lab setting for individual or group learning experiences
- ❑ Lots of hands on in the CWW Training environment
 - Idea: Do a mock interview with one person as the worker and one as the client!
- ❑ Printing considerations for materials

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TRAINING BEST PRACTICES

TOP MISTAKES IN CWW TRAINING



- 5) Rushing through the training materials too quickly.**
- 4) Not doing the activities in the Practical Application course (which is why it is now mandatory).**
- 3) Taking the assessment twice in a row without reviewing materials in between.**
- 2) Not reading all questions and answers completely before responding (reviews and assessment)**
- 1) Not reading the instructions for each course.**

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TOP MISTAKES IN CWW TRAINING



BREAK

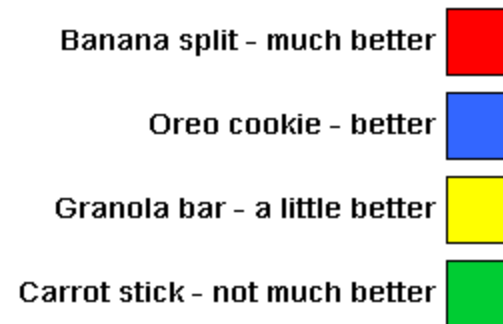
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BREAK

How are you feeling about CWW implementation now?

Polls are closed.



[Poll B]

DEMONSTRATION

Team



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DEMONSTRATION

A Sharing Slide

[Share A]



DEMO: SYSTEMS GATEWAY

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DEMO: SYSTEMS GATEWAY

The screenshot shows a web browser window with the URL <https://cares.wisconsin.gov/>. The page features a blue header with the Wisconsin state logo and the text "YOU ARE ON A WISCONSIN.GOV Site". Below the header, the main content area is titled "Income Maintenance / Workforce Development Systems Gateway". A grid of links to various systems is displayed, including ACCESS, ACD, ASSET, BST, CATS, CCPC, CCPI, CSAW, CWW, CWW - Training, DWD IDs, EATS, ECF, FSDW, IMQA, PTS, SAVE, WAMS, WebI, and WISA. The "PTS" link, labeled "Partner Training Services Learning Center", is circled in red. Above the PTS link, the text "Help" is also circled in red. At the bottom of the page, there is a footer with links for "Legal Notices", "Privacy Notice", and "Acceptable Use Policy".

Income Maintenance / Workforce Development Systems Gateway

ACCESS Access to Eligibility Support Services	CCPC CC Provider Certification	DWD IDs DWD/Wisconsin Logon Management System	PTS Partner Training Services Learning Center
ACD Automated Case Directory	CCPI CC Provider Information	EATS Emergency Assistance Tracking System	SAVE Alien Verification System
ASSET Employment and Training System	CSAW Child Care Statewide Administration (Web)	ECF Electronic Case File	WAMS Web Access Management System (Self Registration)
BST Barriers Screening Tool	CWW CARES Worker Web	FSDW FoodShare Data Warehouse	WebI Web Intelligence
CATS CATS PCR Tracking System	CWW - Training Training Environment	IMQA Income Maintenance QA System	WISA Wisconsin Integrated Security Application

NOTE: Access to CARES, EBT, EDSNET, EOS and KIDS may vary from agency to agency. Please continue to access these systems the way you have in the past. For help on these mainframe systems, contact your agency IT staff.

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http://dhfs.wisconsin.gov/em/gw/gateway-help.htm

wisconsin.gov home state agencies subject directory

Department of Health & Family Services Topics A-Z | Programs & Services | Partners & Providers | Reference Center | Search

[Eligibility Management \(Income Maintenance\) Home](#) >> [Systems Gateway](#) >> Systems Gateway Help

Systems Gateway Help

[Frequently Asked Questions \(FAQ's\)](#)

[Contact Us for edits](#)

System	Full Name	What it does	Password Reset Timeframe	Security/Contact Information
ACCESS	Access to Eligibility Support Services	ACCESS is a quick and easy way for people who live in Wisconsin to see if they might be able to get help through Wisconsin's health and nutrition programs.	N/A. There is no password.	No security is needed to view this site at this time. It is open to public and is available 24 hours/day.
ACD	Automated Case Directory	ACD is an online data warehouse that stores reports created from CARES data. It also allows a user to create their own reports based on their own criteria. Users need WebI to access ACD. For more information on data warehouses, see the WISDOM website.	90 days	New Account Information* *Note: This is a link to the DWD Workweb. You must have access to the DWD Workweb to open this link. For information on that, see below under "DWD Workweb."
ASSET	Automated System Support for Employment and Training	ASSET is the WIA and TAA case management system	Password does not expire.	New User ID Information: Fill out a DWSW 10-E .* Instructions are on the back. For ASSET, on line 16, check the box labeled "ASSET" and then enter the "Case

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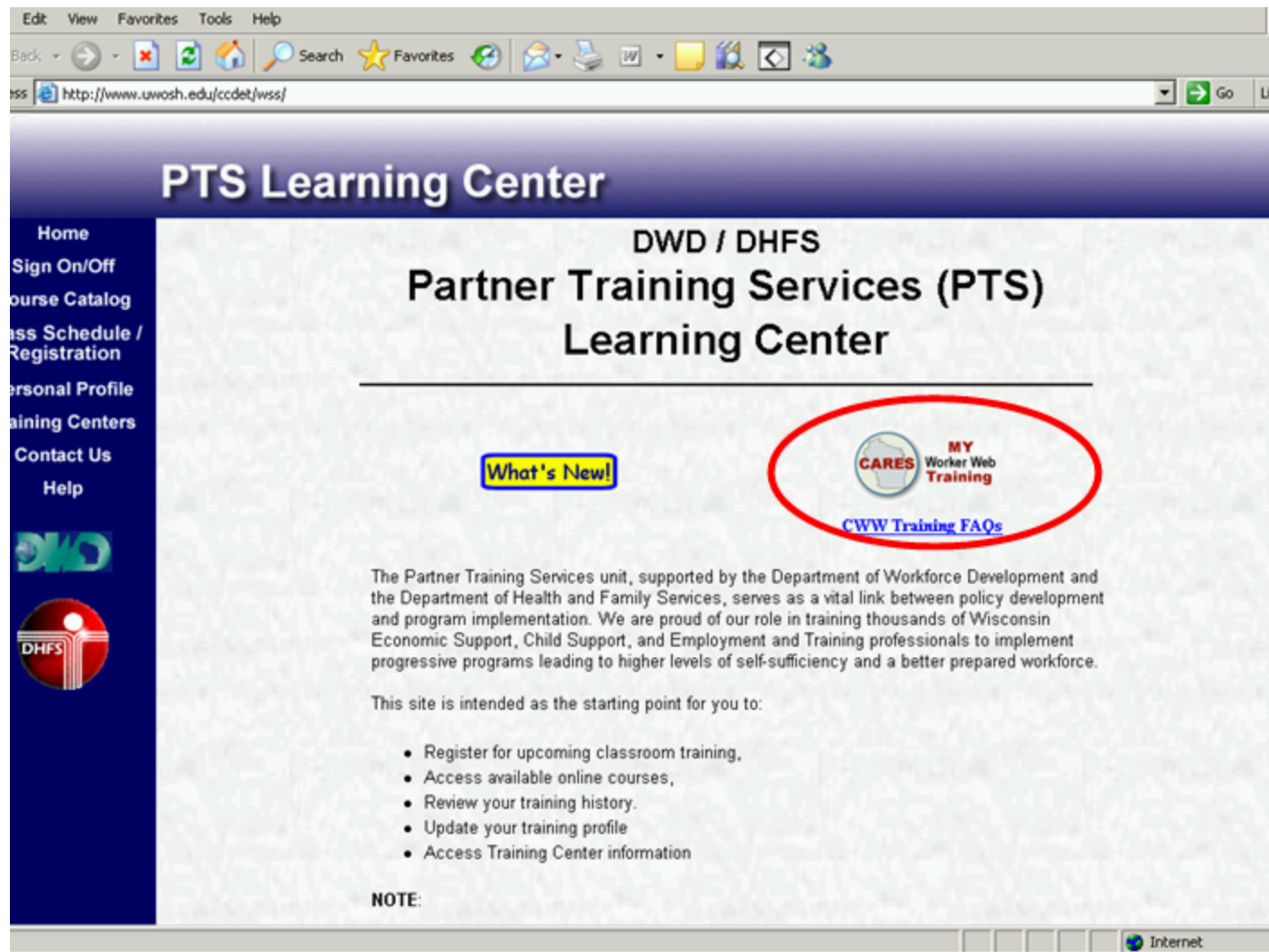


DEMO: ACCESSING AND USING THE PTS LEARNING CENTER

DHFS/DHCF/BEM/TF/06-07-05

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DEMO: ACCESSING AND USING THE PTS LEARNING CENTER



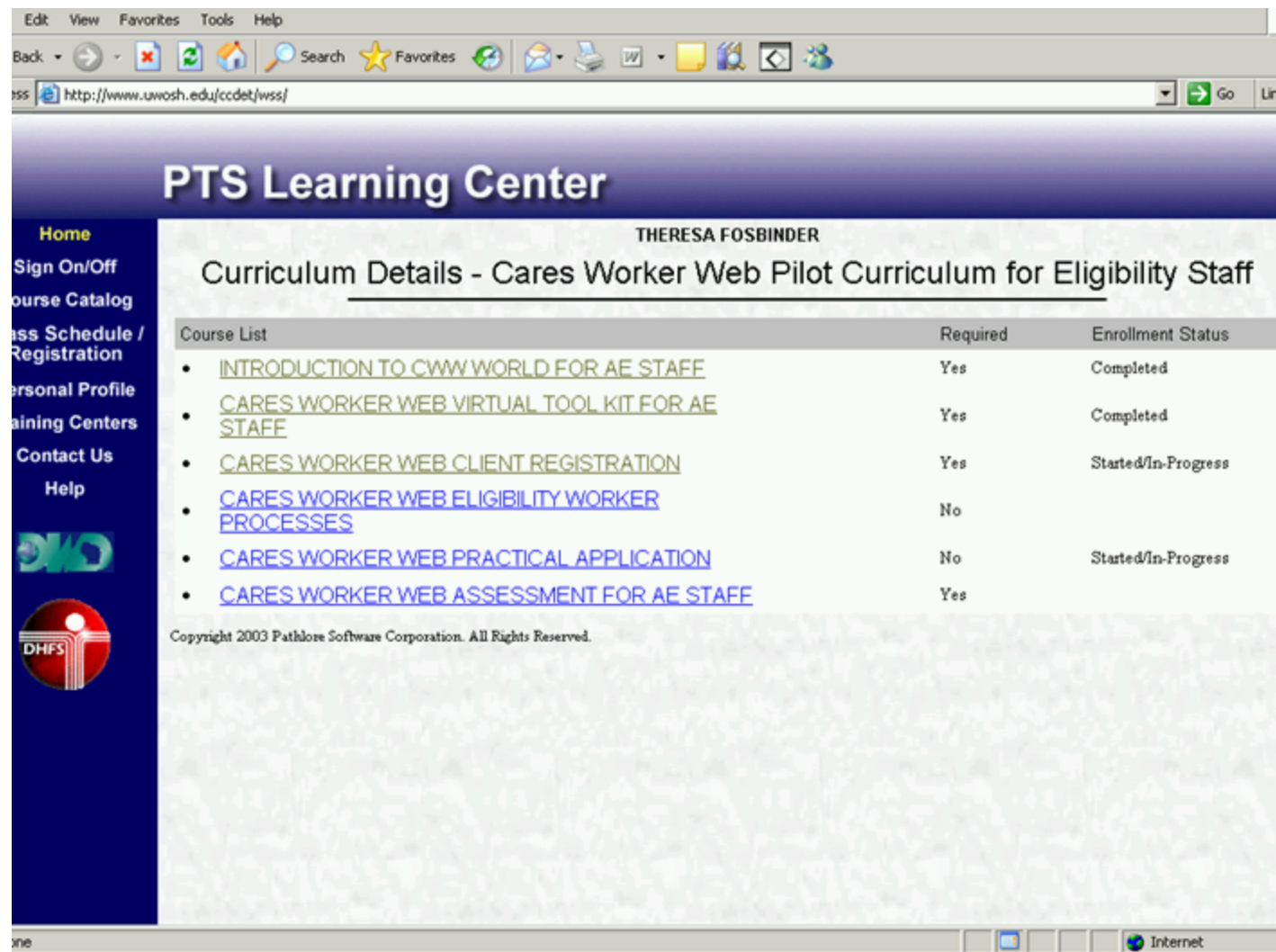
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The screenshot shows a web browser window with the URL <http://www.uwosh.edu/ccdet/wss/>. The page title is "PTS Learning Center". The user is logged in as "THERESA FOSBINDER". The main heading is "Assigned Curriculums". Below this, there is a instruction: "Click on a curriculum to see the details." and a link "Outline View". A table lists the assigned curriculums:

Curriculum List	Required	Enrollment Status
• Cares Worker Web Pilot Curriculum for Eligibility Staff	Yes	In Progress

Below the table, there is a copyright notice: "Copyright 2003 Fand... Software Corporation. All Rights Reserved." The browser's status bar at the bottom shows "Internet".

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PTS Learning Center

Home
Sign On/Off
Course Catalog
Class Schedule / Registration
Personal Profile
Training Centers
Contact Us
Help

THERESA FOSBINDER

Curriculum Details - Cares Worker Web Pilot Curriculum for Eligibility Staff

Course List	Required	Enrollment Status
• INTRODUCTION TO CWW WORLD FOR AE STAFF	Yes	Completed
• CARES WORKER WEB VIRTUAL TOOL KIT FOR AE STAFF	Yes	Completed
• CARES WORKER WEB CLIENT REGISTRATION	Yes	Started/In-Progress
• CARES WORKER WEB ELIGIBILITY WORKER PROCESSES	No	
• CARES WORKER WEB PRACTICAL APPLICATION	No	Started/In-Progress
• CARES WORKER WEB ASSESSMENT FOR AE STAFF	Yes	

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The screenshot shows a web browser window with the URL <http://www.uwosh.edu/ccdet/wss/>. The page title is "PTS Learning Center" and the main heading is "Online Course Start - CWW Client Registration".

Left Navigation Menu:

- Home
- Sign On/Off
- Course Catalog
- Class Schedule / Registration
- Personal Profile
- Training Centers
- Contact Us
- Help

Progress Summary:

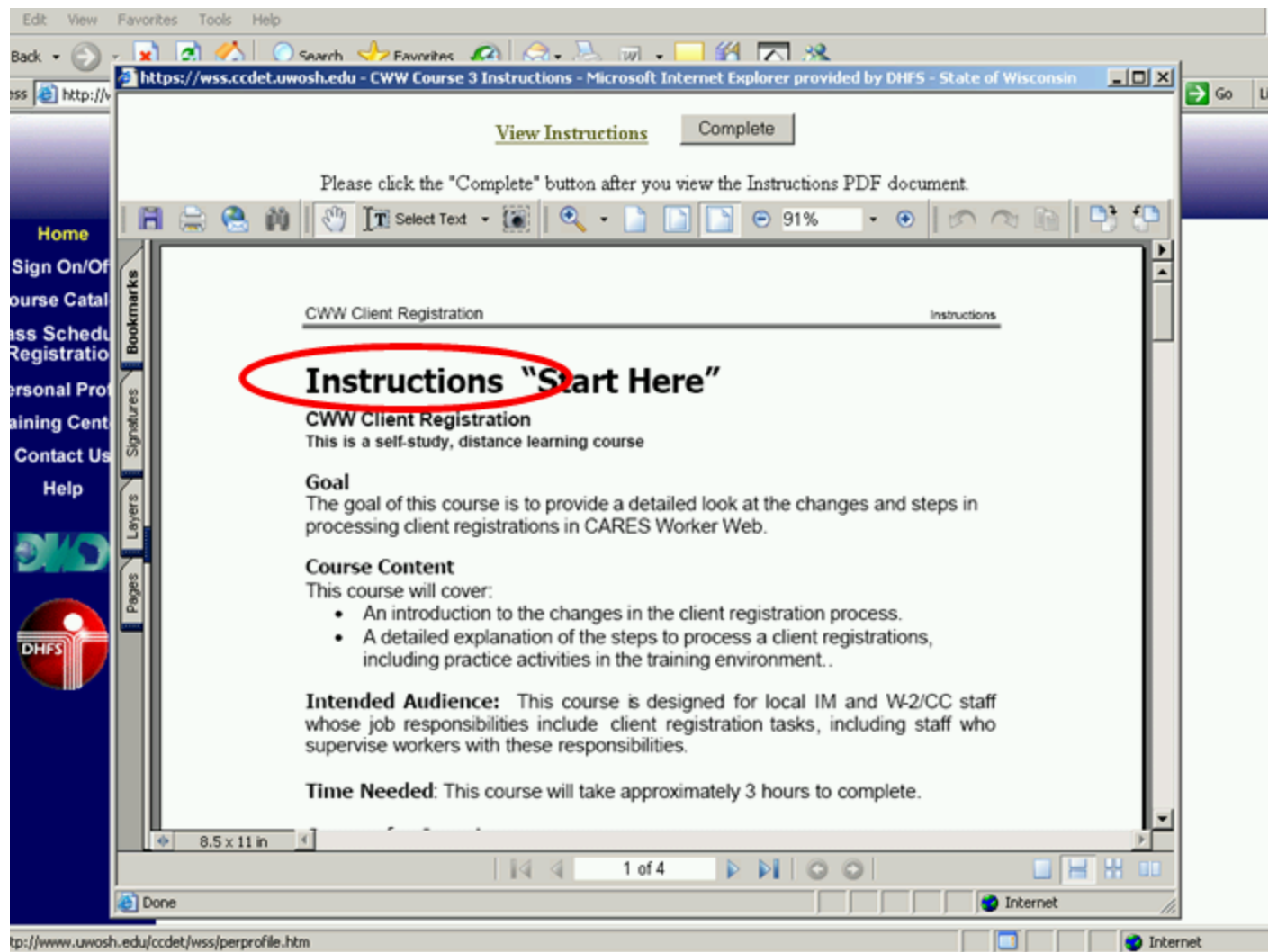
Progress		Properties	
Status:	In Progress	Required:	Yes
Earned Percent:	---	Required Percent:	---
Date Started:	5/3/2005	Prerequisite:	Yes
Date Ended:	5/3/2005	Estimated Time:	03:00:00

Topics Table:

Topics	Required	Required%	Earned%	Status	
Instructions - Start Here	Yes	---	---	Completed	Show Topic Details
Restart	- In Order				More Information
Introduction to Client Registration	No	---	---	Not Started	More Information
Start					
Training Environment Guidelines	Yes	---	---	Not Started	More Information
Start	- In Order				
Processing Client Registration	Yes	---	---	Not Started	More Information
Start	- In Order				
Course Review	Yes	---	---	Not Started	More Information
Start	- In Order				

The browser window shows a standard menu bar (Edit, View, Favorites, Tools, Help) and a toolbar with icons for Back, Forward, Stop, Home, Search, Favorites, and other functions. The status bar at the bottom indicates the page is from "Internet".

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Slide 71

[View Client Registration Processing Document](#) Complete

Please click the "Complete" button after you view the PDF document.

TABLE OF CONTENTS	
CLIENT REGISTRATION.....	3
Client Registration Flow	4
Client Registration: Step by Step	5
Basic Information Page.....	5
Additional Data Page.....	7
Program Requests Page.....	10
Priority Service Determination Page.....	11
Print Application Registration Page	12
Print Application Registration Document	13
Complete Request for Assistance Page.....	14
RFA Filing Date/Program Filing Dates	15
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Other features.....	16
RFA Summary Page	17
The Match Process	19
Matching	19
Potential Individual Matches Page	19
Match Percentage Changes with MCI	20
Selecting a Match	21
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Individual Summary Page	23
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CARES WORKER WEB TRAINING SCENARIO.....	26
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DEMO: THE CWW TRAINING ENVIRONMENT

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DEMO: THE CWW TRAINING ENVIRONMENT

The screenshot shows a web browser window with the URL <https://cares.wisconsin.gov/#>. The page features a blue header with the Wisconsin state logo and the text "State of W I S C O N S I N". Below the header, the main content area is titled "Income Maintenance / Workforce Development Systems Gateway". A red circle highlights the "CWW - Training" link, which is part of the "CARES" logo. Other links include "ACCESS", "ACD", "ASSET", "BST", "CATS", "CCPC", "CCPI", "CSAW", "CWW", "DWD IDs", "EATS", "ECF", "FSDW", "IMQA", "PTS", "SAVE", "WAMS", "WebI", and "WISA". A footer section contains links for "Legal Notices", "Privacy Notice", and "Acceptable Use Policy".

Income Maintenance / Workforce Development Systems Gateway

ACCESS
Access to Eligibility Support Services

ACD
Automated Case Directory

ASSET
Employment and Training System

BST
Barriers Screening Tool

CATS
CATS PCR Tracking System

CCPC
CC Provider Certification

CCPI
CC Provider Information

CSAW
Child Care Statewide Administration (Web)

CWW
CARES Worker Web

CWW - Training
Training Environment

DWD IDs
DWD/Wisconsin Logon Management System

EATS
Emergency Assistance Tracking System

ECF
Electronic Case File

FSDW
FoodShare Data Warehouse

IMQA
Income Maintenance QA System

PTS
Partner Training Services Learning Center

SAVE
Alien Verification System

WAMS
Web Access Management System (Self Registration)

WebI
Web Intelligence

WISA
Wisconsin Integrated Security Application

NOTE: Access to CARES, EBT, EDSNET, EOS and KIDS may vary from agency to agency. Please continue to access these systems the way you have in the past. For help on these mainframe systems, contact your agency IT staff.

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YOU ARE ON WISCONSIN.GOV

State of **W I S C O N S I N**

Please log In

User ID

Password

WARNING: This system is for authorized users only; system access is monitored. By using this system you expressly consent to this monitoring. Unauthorized use of, or access to, this system may subject you to criminal prosecution and penalties.

[Forgot your password? Is your account locked? click here](#)

[Request a Wisconsin User ID and Password.](#)

http://cares.wisconsin.gov/ Internet

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The screenshot shows the CARES Worker Web interface. At the top, the header bar includes the text 'CARES Worker Web' (circled in red), 'User ID: PWR227', 'User Name: T FOSBINDER', 'Quick Select: CASE/RFA', and buttons for 'Go', 'Help', and 'Logout'. The date '05/03/200' is displayed on the right. A navigation menu on the left lists 'ARES Home', 'Search', 'Client Registration (0)', 'Application Entry (0)', 'Worker Tools', and 'Mainframe Access'. The main content area features a 'Recent Cases/RFA's table with columns 'Type', 'Case/RFA #', 'Primary', and 'Accessed', which is currently empty with the message 'No data found.' Below this is a 'Broadcast Messages' section with a table containing one entry: '12/10/2004' and 'BENDEX EXCHANGE PROCESSED-B...'. A large yellow arrow with the text 'LOOK, IT KNOWS WHO I AM!' points from the bottom right towards the 'CARES Worker Web' header.

Type	Case/RFA #	Primary	Accessed
No data found.			

Issue Date	Message Description
12/10/2004	BENDEX EXCHANGE PROCESSED-B...

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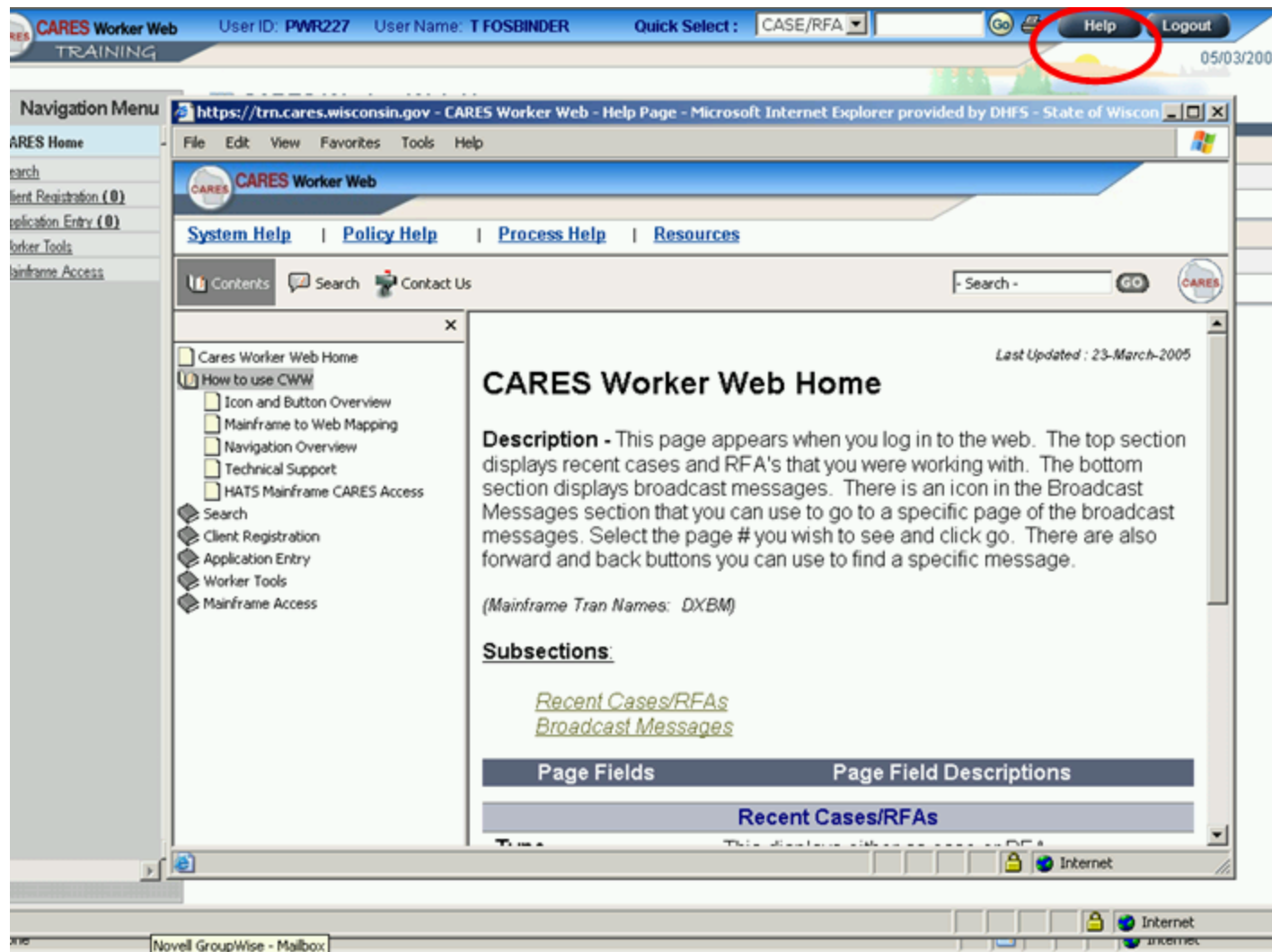


DEMO: CWW HELP

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DEMO: CWW HELP



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[Item Help](#) | [Policy Help](#) | [Process Help](#) | [Resources](#)

[Contents](#) | [Search](#) | [Contact Us](#)

- A gray box means the page is Not Required.

Page Record Navigator

When a page initially displays, the most recent sequence for a household member is displayed if it exists. Otherwise, the page will be blank for you to enter new information. There are two ways of navigating through individuals and sequences on the detail pages using the Page Record Navigator (as shown in Figure 2):

1. You can select an individual and/or enter a sequence number using the 'Select Individual' and 'Select Sequence' fields and click 'GO.'
2. You can go through each individual and sequence by using one of the Next/Previous Sequence or Next/Previous Individual buttons. When a button cannot be used, it is disabled. These buttons improve navigation by allowing you to jump directly to a particular person without having to view all sequences for all people.

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Edit View Favorites Tools Help

CARES Worker Web

[Item Help](#) | [Policy Help](#) | [Process Help](#) | [Resources](#)

Contents Index Search PDF Versions Release Cover Sheets Help Eligibility Management Glossary Search - GO

Case Processing
Financial Processes
Benefits
Tools
Other
56 Verification
57 Driver Flows
58 Letters and Notices
59 Sanctions
60 Medicaid Cascade
61 Buyin Desk Aid
Links to Systems Guides

The following sections describe the driver flows in Client Registration and Application Entry.

57.2 Client Registration

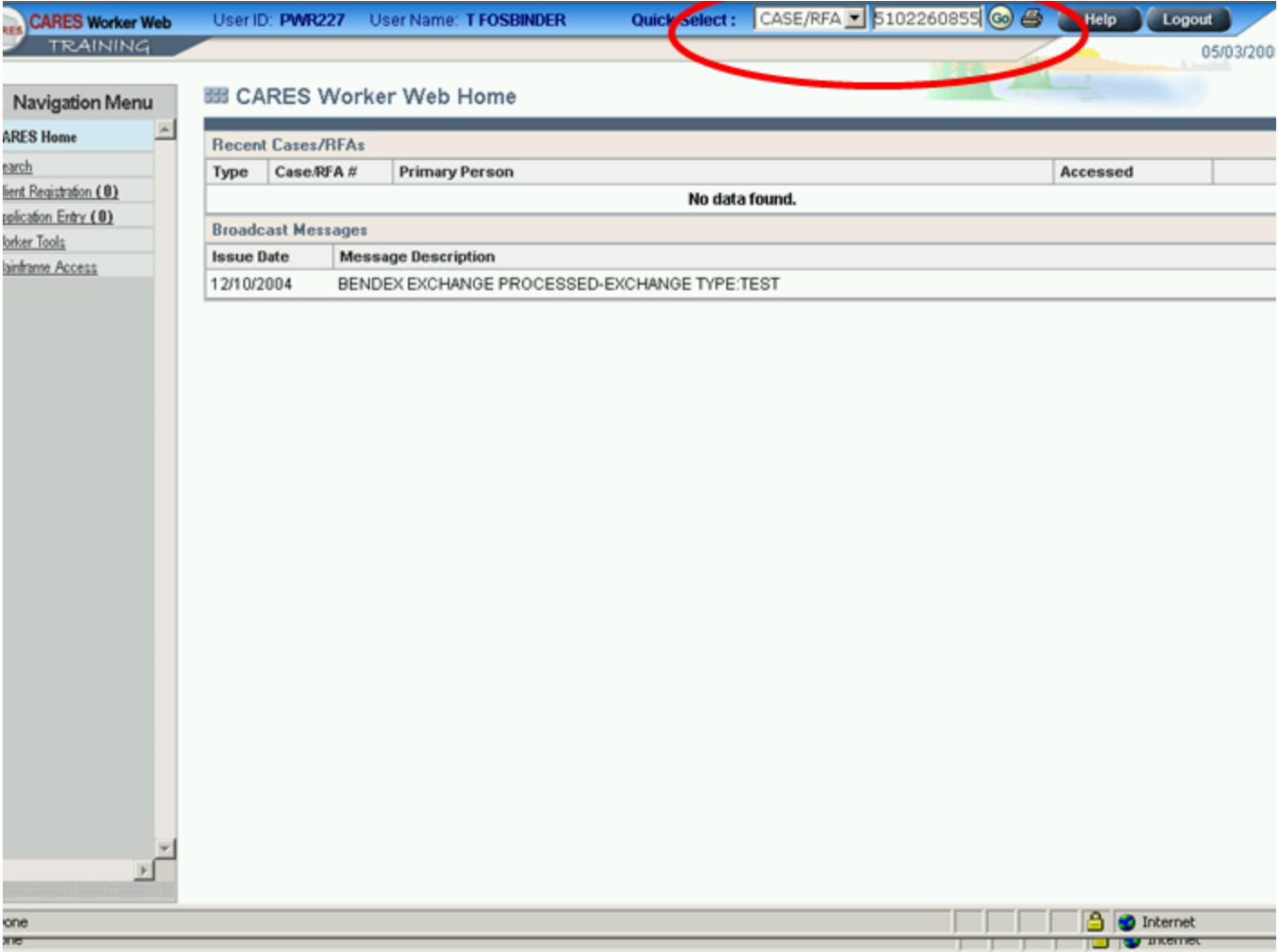
The Client Registration Driver Flow begins with the Basic Information page. Other pages that can be scheduled in the Client Registration Driver Flow include:

- Potential Individual Matches
- Individual Summary
- Additional Data
- Program Requests
- Priority Service Determination (is scheduled if there is a Food Stamp Request)
- Print Application Registration
- Complete Request for Assistance
- RFA Summary
- Case Summary (if a case is selected from the Individual Summary page)

```

graph TD
    BI[Basic Information] -- No Matches --> AD[Additional Data]
    BI -- No Matches --> PR[Program Requests]
    BI -- Matches --> PIM[Potential Individual Matches]
    PIM -- New Request --> AD
    PIM -- New Request --> PR
    PIM -- Individual Selected --> IS[Individual Summary]
    IS -- New Request --> AD
    IS -- New Request --> PR
    IS -- RFA Selected --> RFS[RFA Summary]
    IS -- Case Selected --> CS[Case Summary]
    
```

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Slide 82



DEMO: TRANSITIONING A CASE

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DEMO: TRANSITIONING A CASE

CARES Worker Web User ID: PWR227 User Name: T FOSBINDER Quick Select: CASE/RFA Go Help Logout

Primary Person: SALLI SMYTHE 82F PP Case: 5102260855 Status: Open Mode: Ongoing 05/03/2006

Navigation Menu

- ARES Home
- Search
- Client Registration (0)
- Registration Entry (0)
- Case Summary**
 - Case Information
 - Individual Demographics
 - Benefits/School
 - Individual Non Financial
 - Long Term Care
 - Asset Information
 - Employment / Unemployment Queries
 - Employment
 - Unearned Income
 - Expenses
 - Medical
 - W-2/Child-Care
- Eligibility Access
- Worker Tools
- Mainframe Access

Case Summary

The following events have occurred:

AE232: This is a mainframe case. Select 'Transition mainframe case to Web case' below, if possible. If not possible, complete processing on the mainframe first, then transition.

Summary Information

Primary Person: SALLI SMYTHE 82F PP

Contact Information

Household Address: 123 EASY ST WAUKESHA WI 11111 Alternate Address:
Phone: 000-000-0000 Phone:

Office / Filing Information

Office: EAU CLAIRE HSD (5018)
Agency: 18 - EAU CLAIRE COUNTY
File Location: IN - INTAKE
Assigned Worker: WORKER100 RAINES (PW1100)
File Location Date: 04/28/2005

Case Information

Language: E - ENGLISH
Last Review Date: Next Review Date: 03/31/2006
Case Closed Date: Case Web Status: MAINFRAME

Associated RFA Information

RFA Number	Agency	Contact Date
5102260855	18	04-28-2005

What would you like to do?

Workflow Options	Case Maintenance
<input type="radio"/> Continue with driver / navigate through completed pages	<input type="radio"/> Reactivate Case
<input type="radio"/> Add Person	<input type="radio"/> Transition mainframe case to Web case

one
xms

Internet
Internet

Slide 83

AE232: This is a mainframe case. Select transition mainframe case to web case below, if possible. If not possible, complete processing on the mainframe first, then transition.

Case Summary

Case Information

Individual Demographics

Benefits/School

Individual Non Financial

Long Term Care

Asset Information

Employment/Unemployment Queries

Employment

Unearned Income

Expenses

Medical

W-2/Child-Care

Eligibility Access

Worker Tools

Mainframe Access

Summary Information

Primary Person: **SALLI SMYTHE 82F PP**

Contact Information

Household Address: **123 EASY ST
WAUKESHA WI 11111** Alternate Address:

Phone: **000-000-0000** Phone:

Office / Filing Information

Office: **EAU CLAIRE HSD (5018)**

Agency: **18 - EAU CLAIRE COUNTY**

Assigned Worker: **WORKER100 RAINES
(XW1100)**

File Location: **IN - INTAKE** File Location Date: **04/28/2005**

Case Information

Language: **E - ENGLISH**

Last Review Date: Next Review Date: **03/31/2006**

Case Closed Date: Case Web Status: **MAINFRAME**

Associated RFA Information

RFA Number	Agency	Contact Date
5102260855	18	04-28-2005

What would you like to do?

Workflow Options	Case Maintenance
<input type="radio"/> Continue with driver / navigate through completed pages	<input type="radio"/> Reactivate Case
<input type="radio"/> Add Person	<input checked="" type="radio"/> Transition mainframe case to Web case
<input type="radio"/> Begin Review	<input type="radio"/> Initiate, resume, or terminate simulation
<input type="radio"/> Record New Group Level Program Request	<input type="radio"/> Change Primary Person
<input type="radio"/> Process Group Level Program Request	
<input type="radio"/> View / Record Six Month Report Actions	

Enter Begin Month for New Data:

Next

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CARES Worker Web User ID: PWR227 User Name: T FOEBINDER Quick Select : CASE/RFA Go Help Logout
TRAINING Primary Person : SALLI SMYTHE 82F PP Case: 5102260855 Status: Open Mode: Ongoing 05/03/2005

Navigation Menu

- ARES Home
- Search
- Client Registration (0)
- Application Entry (0)
- Case Summary**
- Case Information
- Individual Demographics
- Benefits/School
- Individual Non Financial
- Long Term Care
- Asset Information
- Employment / Unemployment Queries
- Employment
- Unearned Income
- Expenses
- Medical
- W-2/Child-Care
- Eligibility Access
- Linker Tools
- Mainframe Access

Case Summary

The following events have occurred:

- AE233 : Case has been successfully transitioned.

Summary Information			
Primary Person:	SALLI SMYTHE 82F PP		
Contact Information			
Household Address:	123 EASY ST WAUKESHA WI 11111	Alternate Address:	
Phone:	000-000-0000	Phone:	
Office / Filing Information			
Office:	EAU CLAIRE HSD (5018)		
Agency:	18 - EAU CLAIRE COUNTY	Assigned Worker:	WORKER100 RAINES [xw1100]
File Location:	IN - INTAKE	File Location Date:	04/28/2005
Case Information			
Language:	E - ENGLISH		
Last Review Date:		Next Review Date:	03/31/2006
Case Closed Date:		Case Web Status:	WEB
Associated RFA Information			
RFA Number	Agency	Contact Date	
5102260855	18	04-28-2005	
What would you like to do?			
Workflow Options		Case Maintenance	
<input checked="" type="radio"/> Continue with driver / navigate through completed pages		<input type="radio"/> Reactivate Case	
<input type="radio"/> Add Person		<input type="radio"/> Transition mainframe case to Web case	
<input type="radio"/> Begin Review		<input type="radio"/> Initiate, resume, or terminate simulation	

Internet

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DEMO: ACCESSING THE CARES MAINFRAME

DHFS/DHCF/BEM/TF/06-07-05

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DEMO: ACCESSING THE CARES MAINFRAME

CARES Worker Web User ID: PWR227 User Name: T FOSBINDER Quick Select : CASE/RFA Go Help Logout
TRAINING Primary Person : SALLI SMYTHE 82F PP Case: 5102260855 Status: Open Mode: Ongoing 05/03/2005

Navigation Menu

- ARES Home
- Search
- Client Registration (0)
- Application Entry (0)
- Case Summary**
- Case Information
- Individual Demographics
- Benefits/School
- Individual Non Financial
- Long Term Care
- Asset Information
- Employment / Unemployment Queries
- Employment
- Unearned Income
- Expenses
- Medical
- W-2/Child-Care
- Eligibility Access**
- Worker Tools
- Mainframe Access

Case Summary

The following events have occurred:

- AE233 : Case has been successfully transitioned.

Summary Information			
Primary Person:	SALLI SMYTHE 82F PP		
Contact Information			
Household Address:	123 EASY ST WAUKESHA WI 11111	Alternate Address:	
Phone:	000-000-0000	Phone:	
Office / Filing Information			
Office:	EAU CLAIRE HSD (5018)		
Agency:	18 - EAU CLAIRE COUNTY	Assigned Worker:	WORKER100 RAINES [xw/1100]
File Location:	IN - INTAKE	File Location Date:	04/28/2005
Case Information			
Language:	E - ENGLISH		
Last Review Date:		Next Review Date:	03/31/2006
Case Closed Date:		Case Web Status:	WEB
Associated RFA Information			
RFA Number	Agency	Contact Date	
5102260855	18	04-28-2005	
What would you like to do?			
Workflow Options		Case Maintenance	
<input checked="" type="radio"/> Continue with driver / navigate through completed pages <input type="radio"/> Add Person <input type="radio"/> Begin Review		<input type="radio"/> Reactivate Case <input type="radio"/> Transition mainframe case to Web case <input type="radio"/> Initiate, resume, or terminate simulation	

Slide 87

The screenshot shows the CARES Worker Web application interface. At the top, the header bar contains the following information:

- CARES Worker Web** (Logo)
- User ID:** PWR227
- User Name:** T FOSBINDER
- Quick Select :** CASE/RFA
- Go** button
- Help** button
- Logout** button
- Primary Person :** SALLI SMYTHE 82F PP
- Case:** 5102260855
- Status:** Open
- Mode:** Ongoing
- Date:** 05/03/200

The left sidebar contains a **Navigation Menu** with the following items:

- ARES Home
- earch
- ient Registration (0)
- lication Entry (0)
- Case Summary
- Case Information
- Individual Demographics
- Benefits/School
- Individual Non Financial
- Long Term Care
- Asset Information
- Employment /
- Unemployment Queries
- Employment
- Unearned Income
- Expenses
- Medical
- W-2/Child-Care
- Eligibility Access** (highlighted)
- orker Tools
- ainframe Access

The main content area is titled **Eligibility Access** and displays the following message:

Page Completion Status: **All pages are complete, you may proceed to eligibility by clicking the 'Eligibility' button.**

At the bottom right of the main content area, there are two buttons: **Previous** and **Eligibility**. The **Eligibility** button is highlighted with a red circle.

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CARES Worker Web User ID: **PWR227** User Name: **T FOSBINDER** Quick Select: **CASE/RFA** 05/03/200

Navigation Menu

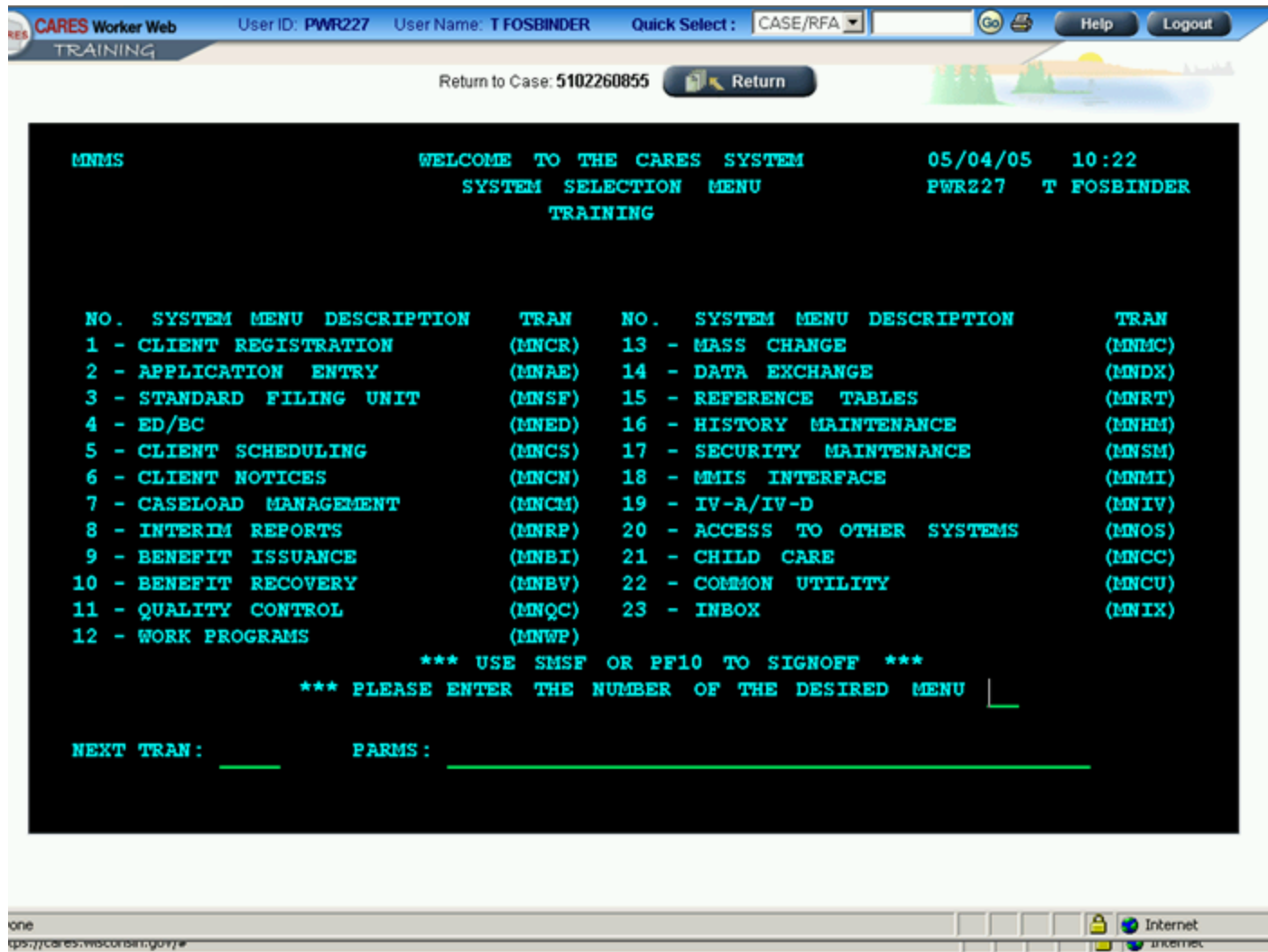
- ARES Home
- earch
- lient Registration (0)
- eplication Entry (0)
- orker Tools
- ainframe Access**

CARES Mainframe Login

Mainframe Login

- User ID: **PWR227**
- Password: *********
- New Password:

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Slide 90

CARES Worker Web User ID: PWR227 User Name: T FOSBINDER Quick Select: CASE/RFA Go Help Logout

Return to Case: 5102260855 Return

MMMS WELCOME TO THE CARES SYSTEM 05/04/05 10:22
SYSTEM SELECTION MENU PWR227 T FOSBINDER
TRAINING

NO.	SYSTEM MENU DESCRIPTION	TRAN	NO.	SYSTEM MENU DESCRIPTION	TRAN
1	CLIENT REGISTRATION	(MNCR)	13	MASS CHANGE	(MNNC)
2	APPLICATION ENTRY	(MNAE)	14	DATA EXCHANGE	(MNDX)
3	STANDARD FILING UNIT	(MNSF)	15	REFERENCE TABLES	(MNRD)
4	ED/BC	(MNED)	16	HISTORY MAINTENANCE	(MNHM)
5	CLIENT SCHEDULING	(MNCS)	17	SECURITY MAINTENANCE	(MNSM)
6	CLIENT NOTICES	(MNCN)	18	MMIS INTERFACE	(MNNI)
7	CASELOAD MANAGEMENT	(MNCM)	19	IV-A/IV-D	(MNIIV)
8	INTERIM REPORTS	(MNRP)	20	ACCESS TO OTHER SYSTEMS	(MNNOS)
9	BENEFIT ISSUANCE	(MNNBI)	21	CHILD CARE	(MNNCC)
10	BENEFIT RECOVERY	(MNNBV)	22	COMMON UTILITY	(MNNCU)
11	QUALITY CONTROL	(MNNQC)	23	INBOX	(MNNIX)
12	WORK PROGRAMS	(MNNWP)			

*** USE SMSF OR PF10 TO SIGNOFF ***
*** PLEASE ENTER THE NUMBER OF THE DESIRED MENU ***

NEXT TRAN: sfex PARMS: 5102260855

Internet

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GO LIVE AND MANDATORY TRANSITION

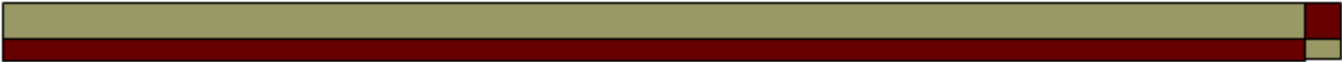
Melissa Otter



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GO LIVE AND MANDATORY TRANSITION



GO-LIVE! 8/1/2005

- ☐ Access to CWW Production for all that have passed assessment
- ☐ Workers can transition cases
- ☐ Workers can enter new RFAs in CWW or in Mainframe CARES Client Registration

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GO-LIVE! 8/1/2005



MANDATORY TRANSITION 9/16/2005

- Automatic transition of cases:
 - Cases that have not been transitioned prior to this date will be automatically transitioned
 - Some cases may exception out of the automatic transition. The Automated Case Directory will identify these and the should be transitioned by the worker online in CWW

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MANDATORY TRANSITION 9/16/2005



MANDATORY TRANSITION 9/16/2005

- CWW must be used for processing cases
 - CWW Client Reg must be used to enter new RFAs. No new RFAs can be entered in through CARES Mainframe.
- Query users can continue to query cases in mainframe CARES.

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MANDATORY TRANSITION 9/16/2005

PILOT EXPERIENCES AND BEST PRACTICES

Melissa Otter



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PILOT EXPERIENCES AND BEST PRACTICES



OVERALL BEST PRACTICES

- ❑ Start with easier functions in CWW without a client with you. Steadily continue to progress to performing all functions in CWW including face-to-face client applications and reviews.
- ❑ Access and review the CWW Help.
- ❑ Regularly visit the CARES Worker Web - Information and Feedback Site. This will continue to be updated with CWW fixes, enhancements, FAQs, etc.
<http://caresfeedback.wisconsin.gov/home/>
- ❑ Continue to use the CWW training environment for practice.

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OVERALL BEST PRACTICES



GETTING USED TO THE CWW: WHAT TO DO FIRST

1. Without a client with you, transition some simple cases you are familiar with. Navigate around the case.
 - Since you are familiar with the data on these cases in mainframe CARES, it will help you to familiarize yourself with where that data appears in CWW.
2. Next perform functions where clients are not present such as simple Medicaid mail-in applications and FPW applications.
3. Next transition cases and perform simple reviews and changes on cases as they come up.
4. Finally, start face-to-face reviews and then face-to-face intake applications.

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GETTING USED TO THE CWW: WHAT TO DO FIRST



BEST PRACTICES - TRANSITION

- ❑ Consider what types of cases/caseloads to transition first
- ❑ Consider methodology of transition, e.g. some agencies are doing alphabetically, others at time of at review or change.

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BEST PRACTICES - TRANSITION



MONITORING PROGRESSION OF CWW USE

□ Monitor Cases Transitioned and Set Goals:

- An indicator has been added to the Automated Case Directory (ACD) to identify if a case is a Web or Mainframe case.
- We suggest that you have a steady progression of cases transitioned to CWW so that workers become familiar with CWW prior to the mandatory transition.
- Supervisors can use these reports to set goals and monitor progress.
- Workers can use these reports to identify the cases that they still need to transition.

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MONITORING PROGRESSION OF CWW USE



OTHER CONSIDERATIONS

- CWW may seem slow to workers, why?
 - There is a learning curve to adjust to CWW.
 - Local computers or internet connections may need enhancement (see Admin. Memo 05-01)
 - Web pages do take slightly longer to load than mainframe pages. The average is about 1-3 seconds, and shouldn't exceed about 5 seconds for large pages.

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OTHER CONSIDERATIONS

Other Considerations/Observations

Accessing mainframe CARES through CWW:

HATS is a temporary tool to facilitate a smooth transition for the purpose of running eligibility/confirmation.

HOD can still be used for updating screens no in CWW and eligibility/confirmation

Dynalist: Powerful tool, but need to familiarize yourself

Summary pages: Easy one stop view and access to detailed info

Page Navigator: Monitor progress and driver flow

Intelligent Driver Flow: Based on program requests, no program specific reviews

[Text Slide 1]



OTHER CONSIDERATIONS

- ❑ Query only users can continue to view data on Mainframe CARES.
- ❑ The font size in CWW is smaller than some workers are used to. Give it a try first, then if needed, see option for enlarging font at FAQs of the CARES Worker Web - Information and Feedback Site.

<http://caresfeedback.wisconsin.gov/home/>

❑

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OTHER CONSIDERATIONS



OTHER BEST PRACTICES

- ❑ Post signs or otherwise notify clients about the new system and that appointments may take a little longer
- ❑ Have team or staff "brown bag" lunches to discuss questions/issues people are having with CWW during training and after go live
- ❑ Offer contests or fun opportunities to correspond with achievements – like the first worker to complete the training successfully, or to transition a pre-determined number of cases

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OTHER BEST PRACTICES

WHAT'S NEXT?

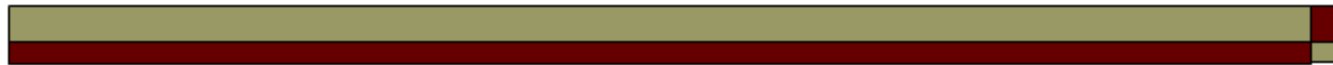
Jim Jones



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WHAT'S NEXT?



SUPPORT FOR CWW-1

- ❑ Same processes as always, with addition of Training Call Center:
 - “IM Training Support” option #2 on the BEM Technical Assistance and Training Support line: (608) 261-6378
 - Training email address: IMTraining@dhfs.state.wi.us
- ❑ Other resources
 - ❑ PTS Learning Center issues (920) 424-1071
 - ❑ Access and Security contacts: System Gateway Help
 - ❑ Training updates: PTS Learning Center FAQs
 - ❑ CWW updates: CWW Information and Feedback Website
 - ❑ ACD reports now include CWW indicators/data
 - ❑ PTS Learning Center reports

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SUPPORT FOR CWW-1

CWW-1 AND BEYOND



- CWW Future Projects (2.0, 3.0, etc.)
- Electronic Case File
- ACCESS

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CWW-1 AND BEYOND

After this presentation, how prepared are you feeling about the implementation of the CWW in your area?

Polls are open.

Prepared as a Boy Scout



Mostly prepared



Not prepared at all



[Poll C]



WRAP UP AND EVALUATION

- Questions?
- Thanks for attending!
- Please fill out an evaluation of this event!

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WRAP UP AND EVALUATION

<http://www.quia.com/sv/59995.html>

[Web Slide A]